

Assessment Schedule – Communication 2

Reflection

Conditions

This assessment is to be carried out in the student's own time.

Resources

Students will be provided with reference material that they can use to inform their practice. Other resources such as the Bill Robertson library, textbooks and the internet may be used.

Assessor Guidelines

A student must meet all of the criteria for competency (C) to be **competent** in the assessment.

A student must meet 75% of the criteria for merit (M) to be given a **merit** for this assessment.

Learning Outcomes

This integrated assessment aims to assess the following learning outcomes

- 1) Demonstrate the ability to professional present themselves
- 2) Demonstrate professional phone booking and reception skills
- 3) Demonstrate effective therapist – client communication
- 4) Demonstrate effective team-oriented communication
- 5) Demonstrate key elements of premium customer service as it relates to massage therapy

Reflection 1: Professional presentation

[illegible]

Reflection 2: Phone booking and reception skills

[illegible]

Reflection 3: Client welcome and greeting

[illegible]

Reflection 4: Effective therapist - client communication (Interview)
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[illegible]

Reflection 5: Effective therapist - client communication (Massage)

[illegible]

Reflection 6: Post massage & rebooking

[illegible]

Reflection 7: Effective team oriented communication

[illegible]

Reflection 8: Premium customer service
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[illegible]

Assessor's overall judgement of the students reflections

[illegible]